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CC Docket No. 03-123

**ANNUAL LOG SUMMARY OF
CONSUMER COMPLAINTS
CONCERNING TRS**

June 1, 2004 – May 31, 2005

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COMMONWEALTH of VIRGINIA

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June 28, 2005

Section 56-484.7 of the *Code* of Virginia designates the Virginia Department for the Deaf and Hard of Hearing (VDDHH) as the oversight agency for telecommunications relay services within our Commonwealth. With technical assistance from the Virginia State Corporation Commission, VA Relay operates the nation's twelfth busiest relay center.

On behalf of VDDHH, VA Relay, and the VA Relay Advisory Council, I am pleased to submit the following Annual Log Summary of Consumer Complaints Concerning TRS for the period June 1, 2004 through May 31, 2005. We are pleased to report that only 2 percent of total consumer inquiries were identified as complaints, a slight improvement from the previous reporting period. Of the 14 complaints received, only 4 were related to FCC minimum standards. In addition, 225 service commendations were received from consumers, an increase of 62% over the previous 12 month reporting period.

The current log also represents our first full twelve-month reporting period for enhanced Voice Carry Over relay services. CapTel™ has been an on-going part of VA Relay since April 1, 2004. Because these services are provided under contract with a different provider, all consumer complaint data on CapTel is presented in a separate section of our Log.

Also during this period, VA Relay implemented VA Relay Text Messaging (VRTM) services, an innovative use of telecommunications relay that enables text message users who are deaf to contact hearing individuals by telephone. The service requires pre-registration of the text user and is strictly limited to in-state calls.

Thank you for the opportunity to forward this summary of consumer feedback to you, and we hope you find it beneficial. All questions concerning this submission should be directed to the VDDHH Relay and Outreach Manager, Clayton E. Bowen, clayton.bowen@vddhh.virginia.gov. You may also reach him at 1-800-552-7917, voice/TTY.

Sincerely,

Ronald L. Lanier

CC Docket No. 03-123

**ANNUAL LOG SUMMARY OF CONSUMER
COMPLAINTS CONCERNING TRS**

June 1, 2004 – May 31, 2005

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Receipt of Consumer Comments and Methodology

VA Relay consumers can provide comments on services through three basic avenues. Feedback is received directly by AT&T, directly by VDDHH, or indirectly through the VA Relay Advisory Council and the statewide VDDHH Outreach network.

AT&T receives consumer comments directly through:

- VA Relay Customer Care Desk, 1-866-246-9300 (TTY) 1-866-844-4116 (Voice)
- The In-House VA Relay Account Manager matthew.myrick@vddhh.virginia.gov
- Communication Assistants (CA) and their Supervisors
- AT&T Relay Customer Service Line 1-800-682-8786 (TTY) 1-800-682-8706 (Voice)
- AT&T National Relay Website www.att.com/relay
- Consumer Correspondence

VDDHH receives consumer comments directly through:

- VDDHH Toll-Free Customer Service Number 1-800-552-7917 (TTY/Voice)
- On-line Relay Consumer Input Form www.vddhh.org
- VA Relay Website, www.varelay.org
- VDDHH Customer Service E-mail Address frontdesk@vddhh.virginia.gov
- Public Meetings and Regional Consumer Forums
- VDDHH Online Town Hall Meetings
- Consumer Correspondence

VDDHH receives consumer comments indirectly through:

- The VA Relay Advisory Council whose members represent consumer organizations or specific types of relay users
- The VDDHH Statewide Outreach Network composed of staff and contractors who are knowledgeable of VA Relay, its operations and services.

All consumer feedback whether received directly or indirectly is recorded in AT&T's automated Commendation, Inquiry, and Complaint System, more commonly referred to as CICS. All comments are entered into the CICS database within twenty-four hours of receipt, whether received by AT&T or provided through VDDHH. AT&T is contractually required to forward VDDHH an electronic copy of each entry within the ensuing twenty-four hour period. The majority of CICS complaints are received at the VA Relay Customer Care Center where they are responded to and resolved by Center personnel. For complaints received directly by VDDHH, staff members provide the response to the consumer in many cases. A copy of the consumer's comments is electronically forwarded to AT&T for CICS entry and appropriate documentation and follow-up.

Any complaints directly related to CA performance are routed to the relay center manager who is required to meet with the individual CA within seventy-two hours of receipt of the complaint. Additional CA training is then scheduled if appropriate.

Complaints or inquiries related to technical or billing issues are not subject to a specific deadline since technical research or follow-up with other entities may be necessary. However, timely resolution of these items is still required and monitored by VDDHH. In addition, the Virginia State Corporation Commission (SCC) is available to assist VDDHH with billing issues related to phone companies under their jurisdiction.

Copies of all CICS entries are maintained by VDDHH and reconciled to the monthly CICS report summary provided by AT&T. VDDHH staff members immediately investigate any complaints not indicating resolution during the month in question. Since June of 2000, any CICS entry related to an alleged violation of FCC TRS standards or of more stringent Virginia contract requirements is identified and filed separately. This allows for a clear annual accounting of specific complaints related to FCC or state contract requirements. These complaints are also noted in the annual submission of our FCC Complaint Log. All CICS entries and monthly reports are retained by VDDHH for a minimum of five years.

An annual summary sheet of all customer feedback logged for the reporting period appears as page 14 of this document. Individual entries are listed in a final section by month and feedback type. These entries also indicate a resolution date where appropriate.

Discussion of Consumer Complaints

For the current FCC reporting period, 697 customer contacts were received and reported through CICS. Of this number, only 14, or approximately 2% of total contacts were identified as complaints. Of these 14 complaints, only 4 were identified as alleged violations of the federal minimum standards. A breakdown of the FCC reportable complaints appears below.

Alleged Violations of the Federal Minimum Standards

Transparency	1
Confidentiality	0
Verbatim Relay of Call by CA	1
In Call Replacement	0
Answer Speed (Waiting Time)	2
CA Typing Skills	0

Number of Days for Resolution of Federal Minimum Standards Complaints

	Same Day	1 day	2-5 days	6-10 days	11-20 days	21-45 days	46 -90 days
Transparency		1					
Confidentiality							
Verbatim		1					
In Call Replace							
Answer Speed	2						
CA Skills							

More information on each of the above reportable complaints is presented in the Annual Consumer Complaints Summary that begins on page 10 of this document.

The remaining 10 complaints were considered as personal call preferences, misunderstandings by the customer of relay protocols, or a perceived negative attitude or manner of the CA. A majority of the complaints were addressed in a 24-hour period and required minimal follow-up by VDDHH. In addition, the establishment of a Relay Choice Profile for 3 of these consumers addressed many of the non-FCC reportable complaints. Two complaints on billing were also received, a significant reduction from previous years.

CapTel™ Relay Services

After an extremely successful twenty one-month trial of the service, VA Relay began offering CapTel as an on-going part of VA Relay on April 1, 2004. While our contract for traditional relay services is with AT&T, Virginia established a separate contract for CapTel services and equipment with Sprint Relay. The CapTel call center is operated by Ultratec, Incorporated in Madison, Wisconsin. In accordance with FCC standards, CapTel services became 7-1-1 accessible for hearing callers on August 1, 2004.

Virginia CapTel users can also provide comments on services through three basic avenues. Feedback is received directly by Sprint/Ultratec, directly by VDDHH, or indirectly through the VA Relay Advisory Council and the statewide VDDHH Outreach network.

Sprint/Ultratec receives CapTel user comments directly through:

- CapTel Customer Service Line 1-800-482-2424 (TTY) 1-877-243-2823 (Voice)
- CapTel Customer Service Email service@ultratec.com
- CapTel National Website www.captionedtelephone.com
- Virginia CapTel Account Manager RANDY.G.MURBACH@mail.sprint.com
- Consumer Correspondence

VDDHH receives CapTel user comments directly through:

- VDDHH Toll-Free Customer Service Number 1-800-552-7917 (TTY/Voice)
- On-line Relay Consumer Input Form www.vddhh.org
- VA Relay Website, www.varelay.org
- VDDHH Customer Service E-mail Address frontdesk@vddhh.virginia.gov
- VDDHH Public Meetings and Regional Consumer Forums
- VDDHH Online Town Hall Meetings
- Consumer Correspondence

VDDHH receives CapTel user comments indirectly through:

- The VA Relay Advisory Council whose members represent consumer organizations or specific types of relay users
- The VDDHH Statewide Outreach Network composed of staff and contractors who are knowledgeable of VA Relay, its operations and services.

In addition to these three basic avenues, VDDHH has worked out an agreement with AT&T that any CapTel user comments received at the Customer Care Desk at the VA Relay center will be accepted and immediately forwarded to VDDHH for processing.

Any complaints received from CapTel consumers are electronically reported to VDDHH by Ultratec on a 24-hour basis. All CapTel user comments are provided to VDDHH by Sprint on a monthly basis. Any complaint that is not resolved within the reporting period is then documented and investigated by VDDHH staff.

Discussion of CapTel Consumer Complaints

While a total of 35 complaints were received on the enhanced Voice Carry Over service during the current reporting period, the majority of the complaints were technical in nature. Six of the complaints were considered alleged violations of FCC standards, of which 2 were considered noteworthy. The remaining four complaints involved Typing Speed, where in each case it was found the captioning speed exceeded the related FCC minimum standard. A complaint on billing was also received but readily resolved. The most common technical complaint received involved the disconnecting of the line while the call was in progress. The majority of technical complaints were satisfactorily resolved by CapTel Customer Service Representatives. A breakdown of the FCC reportable complaints appears below.

Alleged Violations of the Federal Minimum Standards

Transparency	0
Confidentiality	0
Verbatim Relay of Call by CA	0
In Call Replacement	0
Answer Speed (Waiting Time)	2
Typing Speed	4

Number of Days for Resolution of Federal Minimum Standards Complaints

	Same Day	1 day	2-5 days	6-10 days	11-20 days	21-45 days	46-90 days
Transparency							
Confidentiality							
Verbatim							
In Call Replace							
Answer Speed	1	1					
Typing Speed	4						

More information on each of the above reportable complaints is presented in the annual Virginia CapTel Customer Contact Talley that appears at the end of this document.

File No. FCC 04-I0109506

During the current reporting period, a VA Relay user filed an informal complaint directly with the FCC. The individual was being charged a long-distance rate for relay calls within their local calling area. Neither VDDHH nor AT&T relay customer support were contacted or given the opportunity to resolve the billing issue prior to the complaint being filed with the FCC. Because the complaint was directed to AT&T long distance and Verizon local service divisions, VA Relay nor VDDHH staff were directly involved in the complaint. File Number FCC 04-I0109506 was closed to the individual's satisfaction in December 2004.

Internet Relay Fraud

Although internet relay fraud is not considered a reportable item by the FCC for purposes of this Log, the continued misuse of internet-initiated relay calls was the concern most often expressed to VDDHH and VA Relay staff during the past twelve months. As a result of these consumer concerns, 78 documented requests were received from Virginia citizens and businesses to block all incoming relay calls. Twenty-eight of these requests

were received in the past two months alone. Although relay providers contend they have implemented sufficient controls to prevent these calls, the problem persists.

The reputation and effectiveness of all state relay programs are being increasingly damaged by the presence of fraudulent internet-initiated relay calls. An associated article or comment in the media can negate months of positive education and outreach efforts by state programs. Unfortunately, states currently have no oversight role or other avenue to address this growing issue.

**VA Relay Annual Consumer Complaints Summary
June 1, 2004 – May 31, 2005**

June 2004

No complaints received.

July 2004

TTY July 6, 2004

The customer complained the CA had not relayed the call verbatim.

Category: Other (Misc)

Escalation: Received by the Virginia Relay Center and handled by the same.

Resolution: Apologized for the inconvenience, and assured the customer the CA's manager would follow up accordingly.

Contact Closed: July 7, 2004

FCC: Verbatim

Voice July 22, 2004

The customer stated that the Operator would not place his Speech to Speech call.

Category: Other (CA/OPR)

Escalation: Received by the Virginia Relay Center and handled by the same.

Resolution: Apologized for the inconvenience, and assured the customer the CA's manager would follow up accordingly.

Contact Closed: July 27, 2004

FCC: N/A

August 2004

TTY August 3, 2004

The customer complained the CA did not follow instructions.

Category: Other (CA/OPR)

Escalation: Received by the Virginia Relay Center and handled by the same.

Resolution: Apologized for the inconvenience, and assured the customer the CA's manager would follow up accordingly.

Contact Closed: August 3, 2004

FCC: N/A

Voice August 3, 2004

The customer complained they were unable to reach the relay service by dialing 711.

Category: Answer/Wait Time

Escalation: Received by the Virginia Relay Center and handled by the same.

Resolution: Apologized for the inconvenience, and reported problem to AT&T Technical Team, who implemented repairs.

Contact Closed: August 3, 2004

FCC: Answer Performance

TTY August 3, 2004

The customer complained they were unable to reach the relay service by dialing 711.

Category: Answer/Wait Time

Escalation: Received by the Virginia Relay Center and handled by the same.

Resolution: Apologized for the inconvenience, and reported problem to AT&T Technical Team, who implemented repairs.

Contact Closed: August 3, 2004

FCC: Answer Performance

TTY August 17, 2004

The customer filed an FCC complaint that she was billed by AT&T for relay calls. Her carrier of choice is Verizon.

Category: Billing Rate

Escalation: Received by the Relay Customer Service Line and handled by the National Customer Care Center.

Resolution: Set up a RCP for the customer and apologized for the problem.

Contact Closed: December 15, 2004

FCC: N/A

September 2004

TTY September 10, 2004

The customer complained the CA did not follow instructions.

Category: Other (CA/OPR)

Escalation: Received by the Virginia Relay Center and handled by the same.

Resolution: Apologized for the inconvenience, and assured the customer the CA's manager would follow up accordingly.

Contact Closed: September 10, 2004

FCC: N/A

October 2004

TTY October 27, 2004

The customer complained the CA was rude.

Category: Attitude and Manner

Escalation: Received by the Virginia Relay Center and handled by the same.

Resolution: Apologized for the inconvenience, and assured the customer the CA's manager would follow up accordingly.

Contact Closed: October 27, 2004

FCC: N/A

November 2004

Voice November 19, 2004

The customer, who uses Speech-to-Speech, stated that the CA said he/she needed to dial a TTY user.

Category: Methods Related

Escalation: Received by the Virginia Relay Center and handled by the same.

Resolution: Set up a Relay Choice Profile for Speech-to-Speech.

Contact Closed: November 19, 2004

FCC: N/A

TTY November 22, 2004

The customer stated the CA did not listen to instructions and redialed too many times.

Category: Attitude and Manner

Escalation: Received by the Virginia Relay Center and handled by the same.

Resolution: Apologized for the inconvenience and assured the customer that the CA's manager would follow up accordingly.

Contact Closed: November 22, 2004

FCC: N/A

December 2004

No complaints received.

January 2005

No complaints received.

February 2005

No complaints received.

March 2005

TTY March 8, 2005

The customer complained the CA had hung up on him/her.

Category: CA Hung up on me

Escalation: Received by the Virginia Relay Center and handled by the same.

Resolution: Apologized for the inconvenience and assured the customer the CA's manager would follow up accordingly.

Contact Closed: March 10, 2005

FCC: N/A

TTY March 10, 2005

The customer complained during his/her call that incoming messages were garbled and VCO was cutting off.

Category: Other (Equip)

Escalation: Received by the Virginia Relay Center and handled by the same.

Resolution: Set up a Relay Choice Profile to reflect VCO/ baudot instead of Turbo Code.

Customer has not experienced any more problems.

Contact Closed: March 11, 2005

FCC: N/A

TTY March 17, 2005

The customer complained ATT had billed her long distance relay calls, but ATT is not her long distance carrier.

Category: Billing Rate

Escalation: Received by the Relay Website and handled by the National Customer Care Center.

Resolution: Obtained credit for the customer for the calls that were charged by AT&T.

Contact Closed: June 10, 2005

FCC: N/A

April 2005

Voice April 6, 2005

The customer complained the CA interjected personal comments.

Category: Attitude and Manner

Escalation: Received by the Virginia Relay Center and handled by the same.

Resolution: Apologized for the inconvenience, and assured the customer the CA's manager would follow up accordingly.

Contact Closed: April 7, 2005

FCC: Transparency

May 2005

No complaints received.

Summary of VA Relay User Feedback

June 1, 2004 – May 31, 2005

I. Commendations	Voice	TTY	Total
CA/OPR Related	90	128	218
Relay/OSD Related	3	4	7
Other			
Total Commendations	93	132	225
II. Complaints	Voice	TTY	Total
CA/OPR			
Attitude and Manner	1	2	3
Typing Skill/Speed			
English Grammar		1	1
CA Hung up on me			
Other (CA/OPR)	1	2	3
Equipment			
Disconnect			
Answer/Wait Time	1	1	2
Garbled Words			
Other (Equip)		1	1
Methods Related	1		1
Miscellaneous			
Billing Rate		2	2
Scope of Service			
Other (Misc)		1	1
Total Complaints	4	10	14
III. Inquiries/Comments	Voice	TTY	Total
General Information	104	36	140
Outreach/Marketing	4	5	9
Explain Relay	13	3	16
TTY Purchase/Equipment Distribution Program	44	4	48
LEC Service	4	1	5
Billing/Rate	13	10	23
Computer Settings		1	1
Technical Related	12	10	22
Other (includes requests for blocking all relay calls)	132	62	194
Total Inquiries/Comments	326	132	458
Grand Total	423	274	697

Virginia CapTel - Complaint Log (June 1, 2004 thru May 31, 2005)

Tracking #	Date of Complaint	Category # Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution or Status
1019	6/7/04	7	Accuracy of Captions; Captioning Speed	6/7/04	Customer did hard reset of unit. Customer expressed satisfaction stating captions were better. Captions are well above the required FCC captioning speed.
1020	6/18/04	29	Dual Tone Multi-Frequency (DTMF) Tone Interference	6/18/04	Tech Support adjusted DTMF tone pass through. Resolved same day.
1021	6/24/04	25	Disconnect/Reconnect during calls	6/24/04	Sent email with tips as to why disconnect/reconnect notices occur and tips to remedy occurrence.
1022	6/24/04	29	Dual Tone Multi-Frequency (DTMF) Tone Interference	6/24/04	Tech support adjusted DTMF interference with customer's voice mail system. Immediate resolution provided.
1023	6/25/04	29	Sound Quality - Static; Echo sounds	6/25/04	Sent email to customer suggesting a test call to further troubleshoot. Included tips on how to alleviate echo sounds.
1024	6/28/04	24	Dialing Issue	6/28/04	Customer seems to have a special telephone network that goes out via multiple trunks/phone numbers. Customer can continue dialing all 10 digits for local phone number or obtain a separate phone line without a special network. Customer satisfied with recommendations made.
1059	7/7/04	21	Billing Issue	7/7/04	Explained billing situation to customer.
1060	7/13/04	25	Disconnect/Reconnect during calls	7/13/04	Customer moved phone to another jack and problem resolved.
1119	9/14/04	25	Disconnect/Reconnect during calls; Sound Quality-static; Answer Time	09/15/04	Sent tips of how to reduce the occurrence of disconnections. Suggested a different way of setting up equipment on cable line to reduce static. Explained it may have been possible the Captioning Service was experiencing an unexpected call volume surge when trying to make a captioned call and was not able to connect to the service. Apologized for any inconvenience this caused. Answer time was met by the Captioning Service that day.
1120	9/23/04	25	Disconnect/Reconnect during calls	09/30/04	Upon investigation was unable to identify data of ongoing disconnect/reconnect occurring. Enables <reconnecting> prompt to help customer recognize when a disconnect/reconnect event is taking place.
1151	10/4/04	29	Dual Tone Multi-Frequency (DTMF) Tone Interference	10/5/04	Tech support adjusted DTMF interference with customer's voice mail system. Immediate resolution provided.

Virginia CapTel - Complaint Log (June 1, 2004 thru May 31, 2005)

Tracking #	Date of Complaint	Category # Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution or Status
1152	10/6/04	0	Answer Time	10/7/04	Customer noted that on 9/27/04 they were unable to get a call through for a short period of time. Informed customer that the CapTel Service experienced a slow down during that time resulting in delayed answer times. The situation has returned to normal, and we regret any inconvenience. Answer time requirements for the day were met by the Captioning Service.
1182	11/17/04	29	Echo Sounds; Sound Quality: static.	11/17/04	Gave suggestions for minimizing static and echo. Provided an over-the-wire software update addressing echo incidence.
1183	11/23/04	29	Dual Tone Multi-Frequency (DTMF) Tone Interference	11/23/04	Technical Support added customer to our database to address DTMF tone interference. Problem resolved.
1207	12/10/04	25	Disconnect/Reconnect during calls	12/10/04	Explained that the CapTel relies on a modem connection. Advised temporary suspension of special calling service which allows answering calls and using computer simultaneously. Advised contacting phone company to verify line quality. Offered further technical support, if needed.
1236	1/24/05	0	Answer Time	1/24/05	Explained that there were high volume of calls and staff shortages due to weather on 1/24/05 thus some calls were affected. Apologized for this inconvenience. Answer time for the day was met by the Captioning Service.
1270	2/10/05	25	Disconnect/Reconnect during calls	2/10/05	Explained to customer why disconnect/reconnect might be occurring and sent letter with tips to reduce their occurrence. Did test call to customer and explained that when receiving a captioned call, it is normal to experience a brief pause while Captioning Service is connecting to CapTel.
1271	2/16/05	25	Disconnect/Reconnect during calls; Echo Sounds	2/16/05; 2/18/05	Explained to customer why disconnect/reconnect might be occurring and sent letter with tips to reduce their occurrence. Tech Support sent over the wire update to customer's unit to reduce echo. Also sent tips in the mail to reduce the occurrence of echo. Customer called to confirm that the occurrence of echo has been resolved after receiving the over the wire update.
1347	3/16/05	7	Accuracy of captions; Captioning speed	3/16/05	Customer shared feedback regarding accuracy of captions and captioning speed. Customer Service Rep thanked customer for the feedback and informed customer that the feedback would be shared with appropriate captioning service staff. Suggested customer document the date, time, CA #, and explain experience for any future calls where captions seem to be inaccurate. Captioning speed well above FCC requirements.

Virginia CapTel - Complaint Log (June 1, 2004 thru May 31, 2005)

Tracking #	Date of Complaint	Category # Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution or Status
1348	3/17/05	29	Sound Quality: static	3/17/05	Recommended customer change the CapTel to a different phone jack. Also tried a second unit on the line with no difference noted. Advised customer and advocate to contact phone company to assess line quality .
1349	3/28/05	24	Inability for CapTel users to reach the data toll free number	3/28/05	Reported problem to toll free network provider. Problem resolved the same morning. Customer service representative confirmed with customer that they are able to make calls.
1350	3/28/05	24	Inability for CapTel users to reach the toll free number	3/28/05	Reported problem to toll free network provider. Problem resolved the same morning. Customer service representative confirmed with customer that they are able to make calls.
1351	3/28/05	24	Inability for CapTel users to reach the toll free number	3/28/05	Reported problem to toll free network provider. Problem resolved the same morning. Customer service representative confirmed with customer that they are able to make calls.
1352	3/28/05	7	Accuracy of Captions	3/28/05	Explained how captions are generated via voice recognition. Explained every audible word stated is transcribed including um, ah which customer noted. Customer encouraged to ask other party what was missed when (unclear) is received meaning it was not heard. Advised customer to share date, CA number and sample of text and shared how one can review conversation to get this info. Customer satisfied.
1353	3/30/05	25	Disconnect/Reconnect during calls	3/30/05	After extensive troubleshooting, advised that line be checked by local telephone provider to ascertain the line can support a solid data modem connection.
1407	4/4/05	7	Captioning speed	4/4/05	Suggested and explained how to document any calls that may go amiss in the future so that we can investigate customer's experience further. Caption speed output well above the FCC requirements.
1408	4/4/05	29	Dual Tone Multi-Frequency (DTMF) Tone Interference	4/5/05	Tech support adjusted DTMF interference with customer's voice mail system. Immediate resolution provided.
1409	4/4/05	29	Captions stop in middle of call	4/11/05	Posed questions to customer regarding incidence of captions stopping during calls. Asked to log time and date of incidence and share findings to help investigate further. Representative sent follow-up email, but communication not answered by customer.
1410	4/21/05	25	Disconnect/Reconnect during calls	4/21/05	Sent customer information explaining the difference between a CapTel phone and a traditional phone. Explained to customer why disconnect/reconnect might be occurring and sent email with tips to reduce their occurrence.

Virginia CapTel - Complaint Log (June 1, 2004 thru May 31, 2005)

Tracking #	Date of Complaint	Category # Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution or Status
1411	4/28/05	24	Incoming Connection - Captioned Calls	4/28/05; ongoing	Tech support identified and remedied the circumstances of false time out with a system change on 5/25/05. Customer notified. Customer satisfied.
1412	4/28/05	25	Disconnect/Reconnect during calls; Dialing Issue	4/28/05	Sent customer information explaining the difference between a CapTel phone and a traditional phone. Explained to customer why disconnect/reconnect might be occurring and sent email with tips to reduce their occurrence. Technical Support corrected regional 800 number so CapTel user can successfully make captioned call to this 800 number. Customer satisfied.
1459	5/6/05	29	Dropped Characters	5/6/05	Sent customer information about the difference between a CapTel and a traditional phone and the fact it uses a modem connection. Suggested customer contact phone company to check the quality of their phone line and confirm the 'data transmission capability' of the line.
1460	5/6/05	24	Voice user unable to connect to CapTel user through service	5/6/05	Gave information to tech support for further investigation. Customer has been able to make several successful calls after initially talking to CapTel Customer Service.
1461	5/16/05	29	Echo sounds; Incoming connection-captioned call-garbling	5/17/05	Provided customer with software update (as a general update) and echo cancellation tips. Customer will log and report garbled calls. Customer is aware the garbling is most likely phone line or network related.
1462	5/17/05	25	Disconnect/Reconnect during calls	5/19/05	Explained to customer why disconnect/reconnect might be occurring and gave tips to reduce their occurrence. Enabled <reconnecting> prompt for customer.

Legend:

- #0 - Answer Wait Time (Service)
- #7 - Typing Speed/Accuracy (Service)
- #21 - Other Problem Type Complaint (Service)
- #24 - Trouble Linking Up (Technical)
- #25 - Line Disconnected (Technical)
- #29 - Other Technical Type Complaint



Virginia CapTel - Customer Contact Tally

June 2004 - May 2005



		Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	TOTAL
SERVICE COMPLAINTS																			
#00	Answer Wait Time						1							1					2
#01	Dial Out Time																		0
#02	Didn't Follow Database Inst.																		0
#03	Didn't Follow Cust. Instruct.																		0
#04	Didn't Keep Customer Informed																		0
#05	Agent Disconnected Caller																		0
#06	Poor Spelling																		0
#07	Typing Speed/Accuracy	1														2	1		4
#08	Poor Voice Tone																		0
#09	Everything Relayed																		0
#10	HCO Procedures Not Followed																		0
#11	VCO Procedures Not Followed																		0
#12	Two-Line VCO Procedure Not F																		0
#13	Background Noise Not Typed																		0
#14	Feelings Not Described																		0
#15	Recording Feature Not Used																		0
#16	Noise In Center																		0
#17	Agent Was Rude																		0
#18	Problem Answer Machine																		0
#19	Spanish Service																		0
#20	Speech to Speech																		0
#21	Other Problem Type Complaint			1															1
TOTAL		1	1	0	0	0	1	0	0	0	1	0	0	1	0	2	1	0	7
TECHNICAL COMPLAINTS																			
#22	Lost Branding																		0
#23	Charged for Local Call																		0
#24	Trouble Linking Up	1														3	1	1	6
#25	Line Disconnected	1	1		2				1				2		1	2	2	1	13
#26	Garbled Message																		0
#27	Database Not Available																		0
#28	Split Screen																		0
#29	Other Technical Type Complaint	3					1	2							1	2	2		11
TOTAL		6	2	0	2	0	1	2	1	0	0	2	2	0	4	5	4	0	28
TOTAL CONTACT		6	2	0	2	0	2	2	1	0	1	2	1	1	2	7	6	4	35

DOCKET NO.

03-123

Attachment A

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